

RETHINKING STANDARDIZATION

High-value patient care depends on embracing, accommodating, and integrating the unique perspectives of five critical stakeholders. Each group has a unique view of standardization: its benefits, drawbacks, and what it *should* do for patient care.



PAYORS:

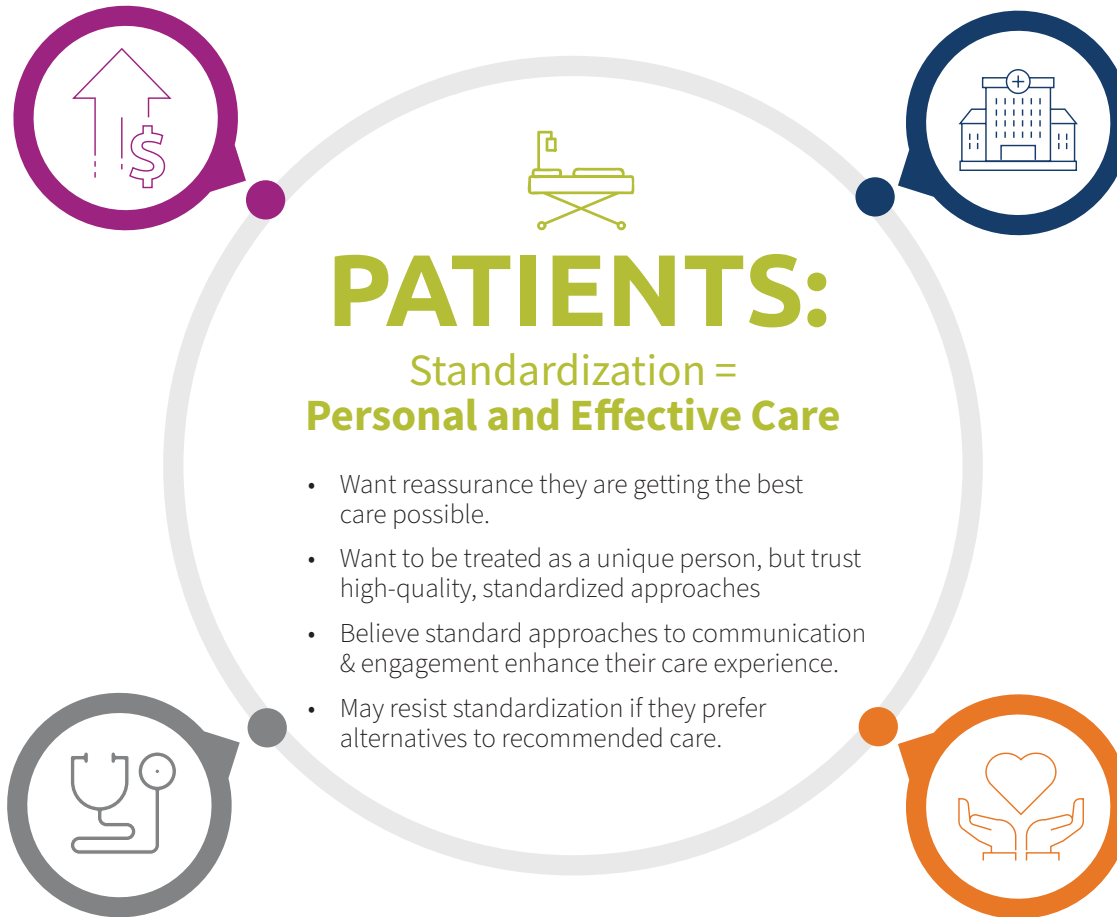
**Standardization =
Cost-Effective Care**

- Believe standardization promotes cost-effective care and increases value.
- Standardization assists with cost management, benefits design, and addresses costly health issues.

CLINICIANS:

**Standardization =
Evidence-Based Care**

- Believe evidence-based standards, if fairly applied, can provide higher quality and better outcomes over time.
- Often feel standardization represents a loss of autonomy and less personalized care and may question how or why standards are set.



HEALTHCARE EXECS:

**Standardization =
Predictable Care**

- Believe standardization promotes predictability.
- Predictability allows for efficiencies, supports reimbursement, reduces disparities in care, and improves patient safety.

NURSES:

**Standardization =
Consistent Care**

- Believe standardization allows for predictability.
- Predictability allows for workplace efficiencies, reduces disparities in care, and improves patient safety.



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